

**M.P. STATE AGRO INDUSTRIES DEVELOPMENT CORPORATION LIMITED:**  
*Panchanan, 3rd Floor, Malviya Nagar, Bhopal-462 003.*

**DOCUMENTS FOR**  
**ANNUAL MAINTNENACE CONTRACT**  
**OF COMPUTERS AND PERIPHERALS**

**CONTRACT NO:** HO/AMC/COMP/2010-11/01

**PRICE:** Rs.500.00 each  
Rs. 550.00 each by post

**GENERAL MANAGER (COMPUTER)**  
MP STATE AGRO IND.DEV.CORPN.LTD.  
BHOPAL



**M.P. STATE AGRO INDUSTRIES DEVELOPMENT CORPN. LTD.**  
Panchanan, 3<sup>rd</sup> Floor, Malviya Nagar, Bhopal-462 003

REGISTRATION DOCUMENT

Contract documents consisting of contract notice, contract form, contract conditions, specifications and technical particulars etc.

Contract No: HO/AMC/COMP/2010-11/01

For ANNUAL MAINTENANCE CONTRACT OF COMPUTERS & PERIPHERALS

Received Rs. ....(Rupees:.....only)

vide Money receipt No..... dated :..... issued to

M/s.....

**GENERAL MANAGER (COMPUTER)**  
MP STATE AGRO IND.DEV.CORPN.LTD.  
BHOPAL



**M.P. STATE AGRO INDUSTRIES DEVELOPMENT CORPN. LTD.**

Panchanan, 3<sup>rd</sup> Floor, Malviya Nagar, Bhopal-462 003  
Phone: 2551807/2551652/2551756/2556857; FAX 0755-2557305  
Email: mpagro\_bpl@airtelmail.in

**N.I.T. FOR AMC OF COMPUTERS & PERIPHERALS**

Sealed tenders are invited from Experienced Firms in the prescribed forms for undertaking Annual Maintenance Contract (AMC) of computers and peripherals for a period of three years on yearly basis. The AMC document can be obtained from this office on payment of Rs.500/- (non-refundable) (Rs.550/- if required by post) by cash/DD upto 1.00 pm on **18<sup>th</sup> Oct. 2010** which will be accepted along with the EMD of Rs.5000/- upto 3.00 pm and will be opened at 3.30pm on the same day. The Corporation reserves the right to accept/reject any or all offers without assigning any reason. For details, please log on to [www.mpstateagro.nic.in](http://www.mpstateagro.nic.in)

**GENERAL MANAGER (Computers)**



**M.P. STATE AGRO INDUSTRIES DEVELOPMENT CORPN. LTD.**  
Panchanan, 3<sup>rd</sup> Floor, Malviya Nagar, Bhopal-462 003

## ANNUAL MAINTENANCE CONTRACT OF COMPUTERS & PERIPHERALS

We, .....  
(name of company) wish to sign the Annual Maintenance Contract (AMC) for the computers and peripherals available in the district offices and headquarters as per list mentioned in the Contract document.

We undertake to abide the terms and conditions and thereby maintain the computers and peripherals offered by the Corporation for the AMC for the required period under the conditions hereto mentioned on the rates to be finalized and specified in the agreement, at places to be specified by the MP State Agro Industries Development Corporation Limited within the specified contract period.

Should this contract be accepted, we hereby agree to abide by and fulfill all the terms of this contract and all of the conditions of contract annexed hereto or in default thereof to forfeit by the Corporation, or his successors, the penalties or sum of money mentioned in the said conditions.

We undertake that our firm has neither been Blacklisted/Debarred by any Government / Government Undertaking /Bank nor penalised on the same ground. We also undertake that no legal proceeding is pending in any Courts on the same grounds.

The sum of Rs. 5,000/- (Rupees Five thousand only) in the form of demand draft No.....dated.....of  
..... (bank) is enclosed as Earnest money which shall be retained by the Corporation, on account of the security deposit which is specified in this document.

Signature of the Offerer  
Dated:.....

Witness:

Address:



**M.P. STATE AGRO INDUSTRIES DEVELOPMENT CORPN. LTD.**  
Panchanan, 3<sup>rd</sup> Floor, Malviya Nagar, Bhopal-462 003

CONDITIONS:

Date of issue of N.I.T.	07thOct. 2010
Date of receipt of tender	18th Oct. 2010
Date of opening of tender	18th Oct. 2010

1. Sealed offers are invited on behalf of the M.P. State Agro Industries Development Corporation Limited for the Annual Maintenance Contract of Computers and peripherals in the prescribed forms annexed hereto upto 3.00 pm on **18th Oct. 2010** and will be opened on the same day at 3.30 PM in the presence of the offerer who choose to be present.
2. The offer documents can be obtained on payment of Rs. 500/- (non-refundable) and in case the documents are required by speed post, a sum of Rs. 550.00 will be charged extra and the Corporation will not be responsible for any delay in postage.
3. It is obligatory for the offerer to purchase the documents and specifications otherwise offers from them will not be opened. It is also obligatory for the offerer to deposit EMD of Rs.5000/- along with the offer.
4. The offer forms will be available with the General Manager (COMPUTER), MP State Agro Industries Development Corporation Limited, Panchanan, 3rd Floor, Malviya Nagar, Bhopal on or before 18th Oct. 2010 up to 3.00pm during working hours of the working days.
5. No offer without the EMD of Rs.5000/- will be entertained, in any circumstances.
6. Offers received after the due date and time, as stated above, will not be considered. When special messenger delivers the offers, they should be deposited in the tender box kept with in the office of the General Manager (COMPUTER) on working days, during working hours. Nobody is authorised to receive or grant receipt for the offer delivered through special messenger.
7. The M.P. State Agro Industries Development Corporation Limited will not be responsible for delay on any account in receipt of offer documents. If the offers are received after the specific date and time, even if the delay in receipt was caused in postal transit or any other reason, whatsoever, the same shall not be considered and the offer shall be returned unopened. Telegraphic offers will not be entertained.



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8. The selected offerer will be called as contractor.
9. The EMD of selected contractor shall be **kept as Performance Security.**
10. The performance security will only be discharged/refunded after successful completion of the contract.
11. AMC for the computers and peripherals available at offices (situated at Bhopal) and headquarters will be signed separately.
12. Though the AMC is invited for three years, but the same will be treated on yearly basis and the continuance of the contract after every year will depend upon the performance of the contractor. It will be the full discretion of the Corporation either to renew or cancel the contract at any time.
13. The payment of the annual contract for the AMC will be paid on quarterly basis. This payment will be made only after expiry of each quarter for which the contractor will have to furnish a certificate duly signed by the consignee stating that there is no complaint pending for rectification.
14. The contractor shall require maintaining and ensuring 95% uptime of working of all computers and peripherals. The AMC includes complete hardware, software installed, virus protection, detection and cleaning, but excludes print head, printer cartridge and plastic parts. The AMC also includes cleaning of dust and dirt from the interior and exterior of the machines.
15. To log the complaint of computers and peripherals during AMC the contractor shall be required to give detail address, phone number, contact person, fax number, email-id etc. to each of the end-user (branch office/headquarters) and will be informed to all the end-users as and when there is any changes occurred.



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16. The contractor has to attend the complaint and rectify the same within three working days failing which the Corporation may impose Rs. 500/- per complaint per machine, and the same will be deducted from the bill as penalty. However, if the contractor provides stand-by arrangement within 3 days, the Corporation shall not charge any penalty if the defective machine is rectified and installed within 5 days from the date of logging of complaint.
17. The contractor will keep a register with them to make entries of the complaints logged and will be shown to the Corporation, if required.
18. All the decisions of Managing Director of the Corporation will be binding to both the parties and all disputes will be under the jurisdiction of Bhopal Court only.

Signature of the offerer



**ANNEXURE-I**

**FORMAT FOR SUBMISSION OF AMC VALUE**

**COMPUTERS -**

No.	Configuration	Qty.	AMC charges Rs.	
			For one item	Total Amount
1	2	3	4	5 (3x4)
1	Laptop - HP - Intel Pentium M 770, 2.0 Ghz, 2MB Cache, 533 Mhz, 512 MB DDR2 RAM, 14.1" TFT Active Matrix Display, , 60 GB SATA Hard disc drive, DVD Writer	Two Nos.		
2	P-1 166 Mhz 16 MB, 1.2 GB HDD, 15" Color, Ethernet, Floppy Drive 3.5"	One		
3	Compaq P-III 797 Mhz 256 MB, 15GB HDD, 15" Color, Ethernet, Modem, CD-ROM, Floppy Drive 3.5"	Four		
4	HP Vectra P-III 64 MB, 15GB HDD, 15" Color, Ethernet, Modem, CD-ROM, Floppy Drive 3.5"	Three		
5	Compaq Prisario Wipro P-4 3.06Ghz, 256/512 MB, 40 GB HDD, 15" Color, Ethernet, Modem, CD-ROM, DVD-RW	One		
6	Wipro P-4 2.60 Ghz, 256 MB, 40 GB HDD, 15" Color, Ethernet, Modem, CD-ROM, DVD-RW	Seven		
7	Wipro P-4 3.0 Ghz, 512 MB, 160 GB HDD, 15" TFT Monitor, Ethernet, Modem, Combo Drive	Four		
8	HP P-4 3.40 Ghz, 512 MB, 40 GB HDD, 15" Color, Ethernet, Modem, DVD Writer	Two		

**PRINTERS**

No.	Configuration	Qty.	AMC charges Rs.	
			For one item	Total Amount
1	2	3	4	5 (3x4)
1	Dot Matrix Printers - Wipro LQ 1050+DX Printers/ Wipro HQ-1040 Printers/ Epson LQ 1070+ Printers	Eight		
2	High Speed Dot Matrix Printer Wipro HQ 2100	Two		
2	Laser Printers - HP-1020/HP-1022/HP-6L Gold Laser Printer/Samsung ML-1610/Xerox Phaser 3117	Eleven		
3	Scanner - HP Scanjet 2200c	One		

**OTHER ITEMS**

No.	Configuration	Qty.	AMC charges Rs.
	24 Port 10/100 MBPS Switch	One	
	8 Port 10/100 MBPS Switch	One	
	Maintenance of Networking which includes cables, connectors, IO Boxes, and all alike	L.S.	

COMPUTERS AND PERIPHERALS AVAILABLE IN OUR AGRO COMPLEX,  
INDRAPURI AND BRANCH OFFICE, PUTLIGHAR

No.	Configuration	Qty.	AMC charges Rs.	
			For one item	Total Amount
1	2	3	4	5 (3x4)
1.	HP P-III 1.2, 64 MB RAM, 15 GB HDD, 15" Color	One		
2.	Wipro P-4 3.0 Ghz, 512 MB, 160 GB HDD, 15" TFT Monitor, Ethernet, Modem, Combo Drive	One		
3.	Wipro P-4 2.60 Ghz, 256 MB, 40 GB HDD, 15" Color, Ethernet, Modem, CD-ROM, DVD-RW			
4.	Wipro LQ 1050+DX Printers	Two		

Note :

1. All the computers and peripherals are in working condition, connected with LAN using Windows 98 and Windows XP, equipped with Floppy Disc Drive, Mouse and other basic peripherals. AMC charges are inclusive of all taxes and levies for a period of one year. Only Print head is exempted from the AMC.
2. The nos. of Computers and Printers to be covered under AMC are tentative and can be increased or decreased. The Corporation may add or withdraw any item any time from the AMC and the amount of the item may be added or deducted accordingly to the remaining period of the AMC.
3. The Configurations and make/model of the Computers/printers may vary from the above. The offerer may inspect the items to be covered under AMC during office hours.

Signature of the offerer with seal



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FORMART FOR SUBMISSION OF COMPANY PROFILE

ANNEXURE-II

Name of the Company	:	
Address	:	
Contact Person	:	
Phone & Fax No.	:	
Email address	:	
Sales Tax No.(s)	:	
Service Tax Reg.No.	:	
Name of partner(s), if any	:	
<b>AMC with other Departments</b> (Please fill the details in the format below and attach documents as mentioned in the note under “Eligibility criteria”)		

Name of Department	No. of computers under AMC	No. of printers under AMC	No. of other peripherals under AMC	Total AMC value	AMC starting date & period of AMC

Signature of the Offerer



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**MINIMUM REQUIREMENT OF THE OFFERER TO QUALIFY FOR AMC**

Eligibility Criteria for the AMC

1. The tenderer must have sales tax registration in the state of Madhya Pradesh.
2. Earnest Money Deposit along with the offer.
3. The tenderer must have sufficient skilled man-power for which Provident Fund Certificate is to be attached.
4. Copy of Service Tax Return filed with the Government for the year 2009-10 or a copy of Service Tax Registration.
5. The tenderer must have minimum annual turnover of Rs.5.00 (five) lakhs and above for each year for the last years out of which at least one order must be of Rs. one lakh or above. The AMC with Govt./Semi Govt./ PSU/ Corporate for Computers/Peripherals will only be treated for this valuation purpose. It is obligatory of the tenderer to attach copies of agreement executed/ work order duly attested besides a certificate from the Department(s) certifying that the tenderer has undertaken the AMC up to the satisfaction of the department.
6. The tenderer must have state wide support network, otherwise at least 5 Engineers in their staff to maintain the machines from their HO. The Provident Fund certificate is to be attached in support of proof along with the offer.
7. All the relevant documents must be in the name of the tendering firm only, the documents of other company like principal or associate companies will not be acceptable

CERTIFICATE

*( to be prepared in the letter head of the department)*

This is to certify that M/s..... (full address of the AMC contractor) through their Mr./Ms..... (Name of the person signed the contract with the department) has undertaken Annual Maintenance Contract of computers and peripherals of this Department from .....(contract starting date) up to ..... (contract ending date). It is also certified that M/s..... have/being undertaken the contract assigned to them upto the satisfaction of this Department.

Signature:.....

Name:.....

Designation:.....

Contact No...../Email:.....

(office seal)

*(Counter Signed by the offerer)*

DRAFT AGREEMENT

This agreement made at Bhopal this ..... day of .....between Madhya Pradesh State Agro-Industries Development Corporation, 'Panchanan, 3rd Floor, Malviya Nagar, Bhopal, M.P. hereinafter referred to as the 'Corporation' which expression shall unless repugnant to the context or meaning there of includes its successors and assigns on the one part.

AND

M/s. .... having its office at ..... through Shri ..... designation .....(hereinafter referred to as the Contractor whose expression unless repugnant to the context and meaning thereof includes its assigns, successors and administrations on the other part.

WHEREAS the Corporation invited Tender for Annual Maintenance Contract of Computers and Peripherals on the terms and conditions envisaged in the terms schedule issued with the Rate Contract Offer Document and purchased by the contractor.

AND WHEREAS the contractor has accepted each and every term and condition contained in the AMC Document, while submitting his offer.

AND WHEREAS the Corporation accepted the offer submitted by the contractor vide its letter of acceptance no. ....dated ..... in consideration of the premises and the mutual premises and undertakings hereinafter specified and for other good and valuable consideration this agreement witness and is hereby agreed on the conditions of the Tender. The following documents shall form and be constructed a part of the Agreement Deed:-

- a. The Tender submitted by the contractor including all the annexure attached thereto.
- c. The letter of acceptance dated ----- issued by the Corporation.
- d. The offer submitted by the contractor.
- e. The rates mentioned in annexure to agreement.

The aforesaid documents shall be taken as complementary and mutually explanatory of one another but in case of discrepancies and ambiguities shall take precedence in the order set out above. In this regard the decision of Managing Director, M.P. State Agro-Industries Development Corporation Limited shall be final.

IN WITNESS WHEREOF the parties hereto have signed this agreement on the day and year referred to above.

GENERAL MANAGER (COMPUTER)

WITNESSES:

- 1.
- 2.

Contractor